



## NICS Resolution Card

The FBI Criminal Justice Information Services (CJIS) Division's, National Instant Criminal Background Check System (NICS) Section is pleased to announce a newly developed tool for firearm dealers and their customers. The NICS Section has noticed an increased propensity for a denied or delayed customer to be unsure about the best avenue to pursue when receiving a delayed or deny response from their NICS background check. So in reply...the attached NICS Resolution Card has been created. The purpose of this card is two-fold: 1) to define the most appropriate action for the customer to pursue; and 2) to educate and encourage customers to utilize the NICS website. Customers who initiate their inquiry through the NICS website will experience an improved user-friendly, streamlined process.

Firearm Dealers: We are recommending the following practice be employed when utilizing the cards.

If a prospective transferee has been *denied* the transfer of a firearm, the FFL should give the individual a NICS Resolution Card, **circle** the word "Deny?" on the top of the card and **provide the individual with the NICS transaction number (NTN)**. The FFL should write the NTN on the line provided on the bottom of the card. The Deny side of the card provides the customer with information on how to appeal this decision on-line or how to call customer service to request an appeal packet.

If a prospective transferee gets **extended and/or experiences continuous delays**, the FFL may provide a NICS Resolution Card highlighting the Voluntary Appeal File (VAF) option. The FFL should **circle** the word "Delayed?" on the top of the card and **provide the individual with the NTN**. The FFL should write the NTN on the line provided on the bottom of the card. The Delay side of the card provides the customer with information on how to download a VAF application online or how to call customer service for a VAF packet.

Both options can be found at [WWW.FBI.GOV/NICS-APPEALS](http://WWW.FBI.GOV/NICS-APPEALS) For customers with no internet access, the NICS Resolution Card also provides the NICS Customer Service number of 1-877-FBI-NICS (324-6427) where a request can be initiated to have an appeal or VAF packet mailed directly to them.

To receive a shipment of the NICS Resolution Cards, please contact the FFL NICS Liaison Specialist at 1-304-625-7387.